



Information Technology Quarterly Report

July 1, 2008 – September 30, 2008

Submitted to:
The Joint Committee on Advanced
Communications and Information Technology

Submitted by:
The Department of Finance and Administration
Office of Intergovernmental Services

This page intentionally left blank

Table of Contents

Introduction	1
Arkansas.gov Initiatives.....	3
eGovernment Initiatives by INA.....	5
Information Technology Budgeted for FY08-09.....	7
Biennial Distribution of Technology Budgets Across Agencies	8
Biennial IT Budgets by Category, Requested vs. Budgeted.....	9
Top 10 Agencies Affect on Total Budgets	10
Technology Budget for Top 10 Agencies by Category	11
Percentage of Major Projects within Technology Budget for FY08-09	12
Major Projects by Category Budgeted for FY08-09.....	13
Major Projects by Fund Source for FY08-09	14
Operations and Minor Projects by Category Budgeted for FY08-09	15
Outsourced Services Budgeted for FY08-09.....	16
Major Project Expenditures	17
Major Technology Investments, Top 10 Projects by Cost	18
Major IT Projects	19
Major IT Projects with Cost	30
DIS Major IT Projects	33
DIS Major IT Projects with Cost	35

This page intentionally left blank

Introduction

In accordance with Act 751 of 2007, the Office of Information Technology (OIT) and position of Executive Chief Information Officer was dissolved. The following responsibilities of OIT were transferred to the Department of Finance and Administration (DFA) in June 2007.

- Develop the biennial information technology plan to be completed by agencies
- Review and approve agency technology plans and amendments
- Approve technical standards and specifications regarding the state's enterprise architecture
- Develop, publish and maintain policies and develop and publish procedures and standards relating to information technology with advice and review from the Department of Information Systems
- Develop policies regarding electronic access to government information
- Assist in developing the state information technology plan
- Develop and promulgate rules, guidelines and updates regarding the General Records Retention Schedule
- Participate as a member in the State Technology Council which is responsible for
 - developing state information technology standards and specifications;
 - developing a state information technology plan; and
 - developing technical standards and specifications to support the state's shared enterprise architecture.

DFA is submitting this report regarding the status of information technology (IT) deployment to the Joint Committee on Advanced Communications and Information Technology regarding IT for the fifth quarter of the FY08/09 biennium.

This report summarizes in a variety of illustrations

- the biennial IT budgets;
- major project activity of state agencies; and
- the development and implementation of Information Network of Arkansas (INA) eGovernment services around the state during July 1, 2008 – September 30, 2008.

Introduction

IT budgets will be presented

- as total biennial budget for hardware, software, labor and services;
- distribution of biennial budgets across agencies;
- total biennial budgets requested and budgeted for hardware, software, labor and services;
- top 10 agencies according to biennial budget;
- major projects' biennial budget for hardware, software, labor and services;
- major projects' total biennial budget per fund source;
- major projects and associated biennial expenditures;
- top 10 major projects according to biennial budget;
- operations/minor projects' total budget for hardware, software, labor and services;
- total biennial budget for outsourced services (DIS and vendors);
- and identification of DIS' major projects and costs.

Arkansas.gov Initiatives

The following describes a few of the initiatives that the Information Network of Arkansas (INA) implemented during the reporting timeframe:

Revenue Office Over-the-Counter GovPay

Description

Arkansas citizens that visit any revenue office will now be able to pay for services such as car tag renewals, driver's licenses, vehicle sales tax, etc. with a credit card. In the past, the only payment methods accepted were cash or a personal check. The revenue offices can now process a credit card transaction using "GovPay", a secure, PCI compliant payment processing solution.

Agency

Department of Finance and Administration

Benefits to Agency

The agency will have reduced amounts of cash and checks that require manual deposits at the end of the day. The credit card funds will be automatically transferred daily into the agency bank account and a full audit trail with transaction details will be provided.

Constituents Served

All private and business customers that make a payment at revenue offices throughout the state

Benefits to Constituents

The ability to accept a debit or credit card payment at any revenue office

Usage

Currently, 50 offices across the state offer this service. The goal is to have the remaining 80 offices online by the end of November, 2008. Over 6,800 transactions have been processed using this service in the first two months of operation.

Cost Savings

This application was developed and is available at no cost to the agency based upon INA's self-funded business model.

Testimonial

"Paying for my car tags with a credit card is something I have been hoping for for a long time. This is a convenience I appreciate."

— Cathy, license renewal customer

Arkansas.gov Initiatives

Teacher Licensure Online Application

Description

This application will collect the new fees charged by the Arkansas Department of Education - Office of Professional Licensing beginning September 1, 2008. This online solution allows teachers to renew their license, convert provisional license to standard license, apply for a reciprocal license, add a degree to an existing license and request a duplicate license.

Agency

Department of Education

Benefits to Agency

By having this renewal and online payment application, the agency no longer processes large numbers of mailed payments. Teachers will still complete paperwork and return it to the agency but their payments are processed online and automatically disbursed to the agency's bank account. The agency can identify those licenses that need to be issued or need further paperwork or assistance. A record of each transaction is provided to the agency and a complete audit trail is readily available.

Constituents Served

There are approximately 60,000 teachers licensed in the state that can take advantage of this service.

Benefits to Constituents

The teachers can renew or modify a license online and pay by using their debit or credit card or by an electronic check.

Usage

Available to all 60,000 teachers in the state

Cost Savings

This application was developed at no cost to the Department of Education based upon INA's self-funded business model.

Testimonial

"It so nice to be able to update my license and pay online now. I am telling all my teacher friends about this service."

- Celeste, Arkansas licensed teacher

eGovernment Initiatives by INA

Information Network of Arkansas (INA) has the responsibility of assisting the state in exploring and improving citizen and business access to public information. The following is a sample of the applications that INA implemented or began development on during the reporting timeframe.

New Services Launched

Agency	Service
Bar Association	Social Security CLE
Finance and Administration	Office of Child Support Enforcement – YouTube Channel
Governor's Office	Flag Staff Utility
Information Network of Arkansas	Customer Satisfaction Survey
Jackson County	Online Hot Check Payments
Little River County	IVR Property Tax Payments
Little River County	Online Property Tax Payments
Little River County	OTC Property Tax Payments
Science and Technology Authority	SMART Website and Application
Secretary of State	Young Voters Program
Secretary of State	YouTube Channel

New Websites Launched

Agency	Website
Attorney General	Be Street Smart
Finance and Administration	SEATA 2010 Conference
Governor's Office	Task Force for the 21 st Century
Health	Newborn Screening
Human Services	Hosting: Choicesinliving.ar.gov
Human Services	Infant Hearing Website Redesign - Spanish
Natural Resources Commission	Site Hosting
Student Loan Authority	Financial Website

eGovernment Initiatives by INA

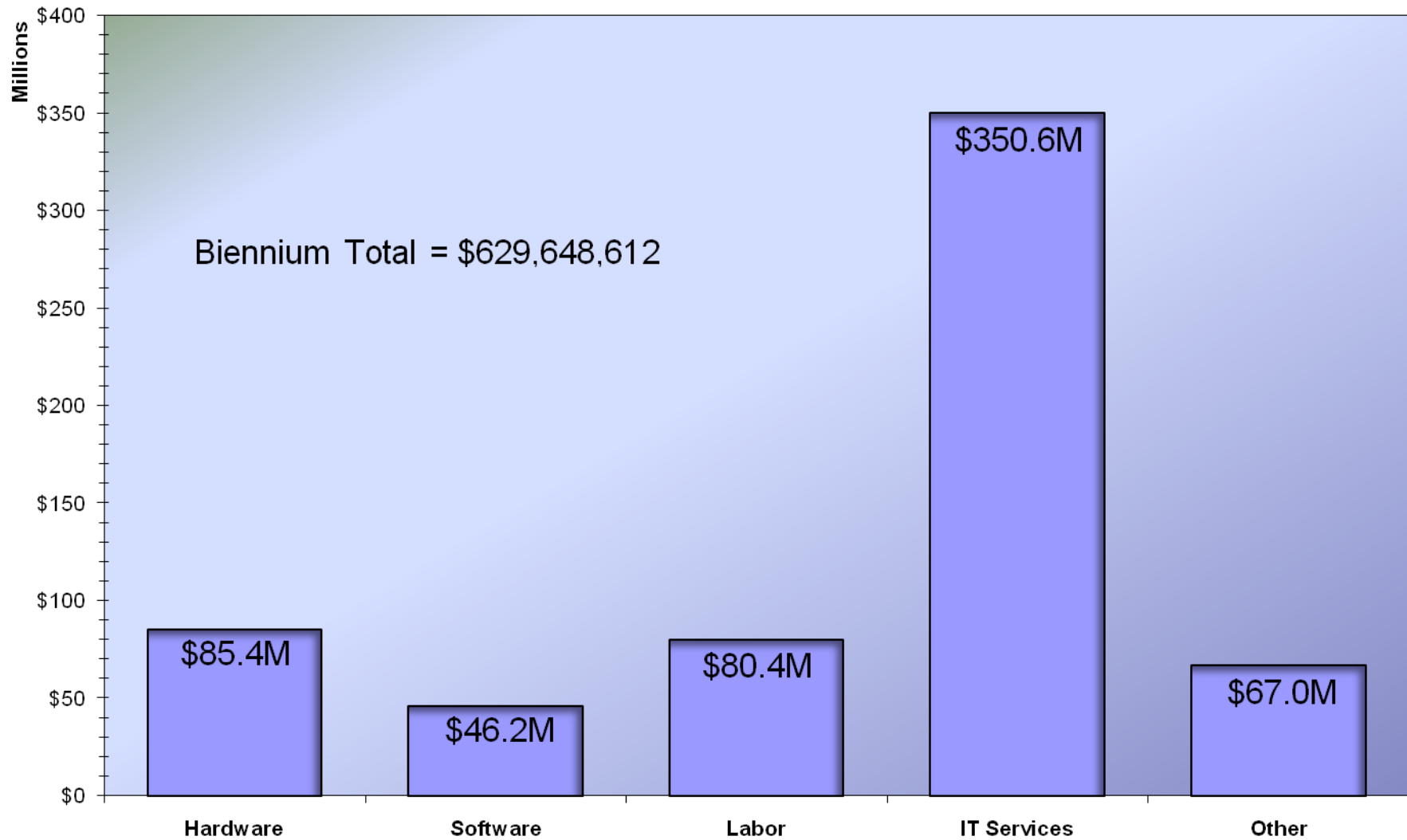
Future Services

Agency	Service
Bail Bondsman Board	Automated Bond Issuance System
Finance and Administration	Agency IT Planning – Phase 2 and 3
Governor's Office	Keep It Natural Arkansas links page
Higher Education	YouTube Channel
Independence County	IVR Property Tax Payments
Public Accountancy Board	Online License Renewals
Secretary of State	Business Commercial Services BCS System
Secretary of State	Lobbyists Filing
Secretary of State	PAC Filing
Secretary of State	Single Sign On Portal
Secretary of State	Statement of Financial Interest Filing
State Police	CBC Status Check / Harvester Locations
State Police	CHCL New/Renewal Application
State Police	FBI Civil Fingerprint Harvesting/CBC
Student Loan Authority	Scholarship Search

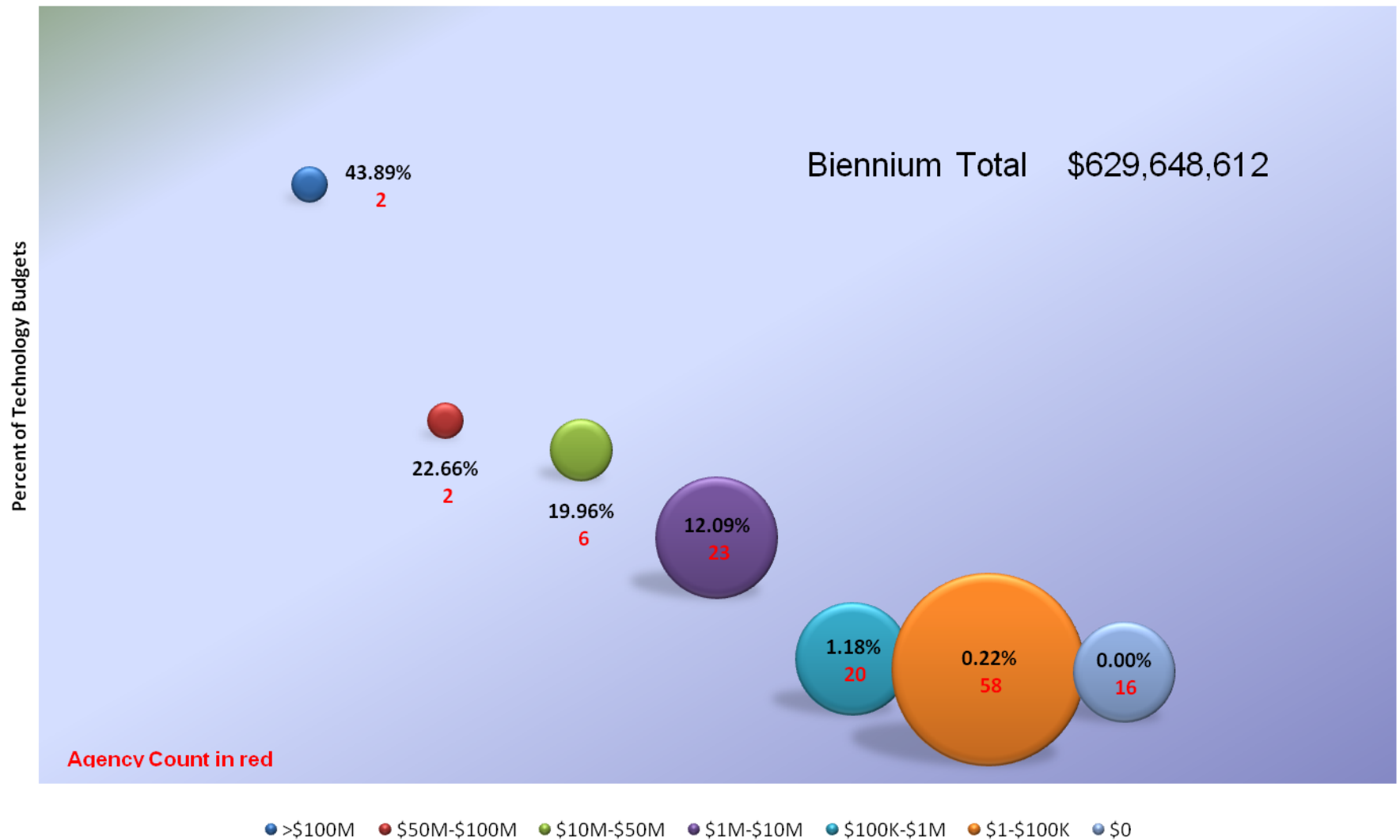
Future Websites

Agency	Website
Finance and Administration	Racing Commission Breeder's
Governor's Office	Arkansas Works Portal Site (MOSS)
Health	Life Stage Health Site
Higher Education	Site Redesign (MOSS)
Human Services	DAAS Web Site Redesign

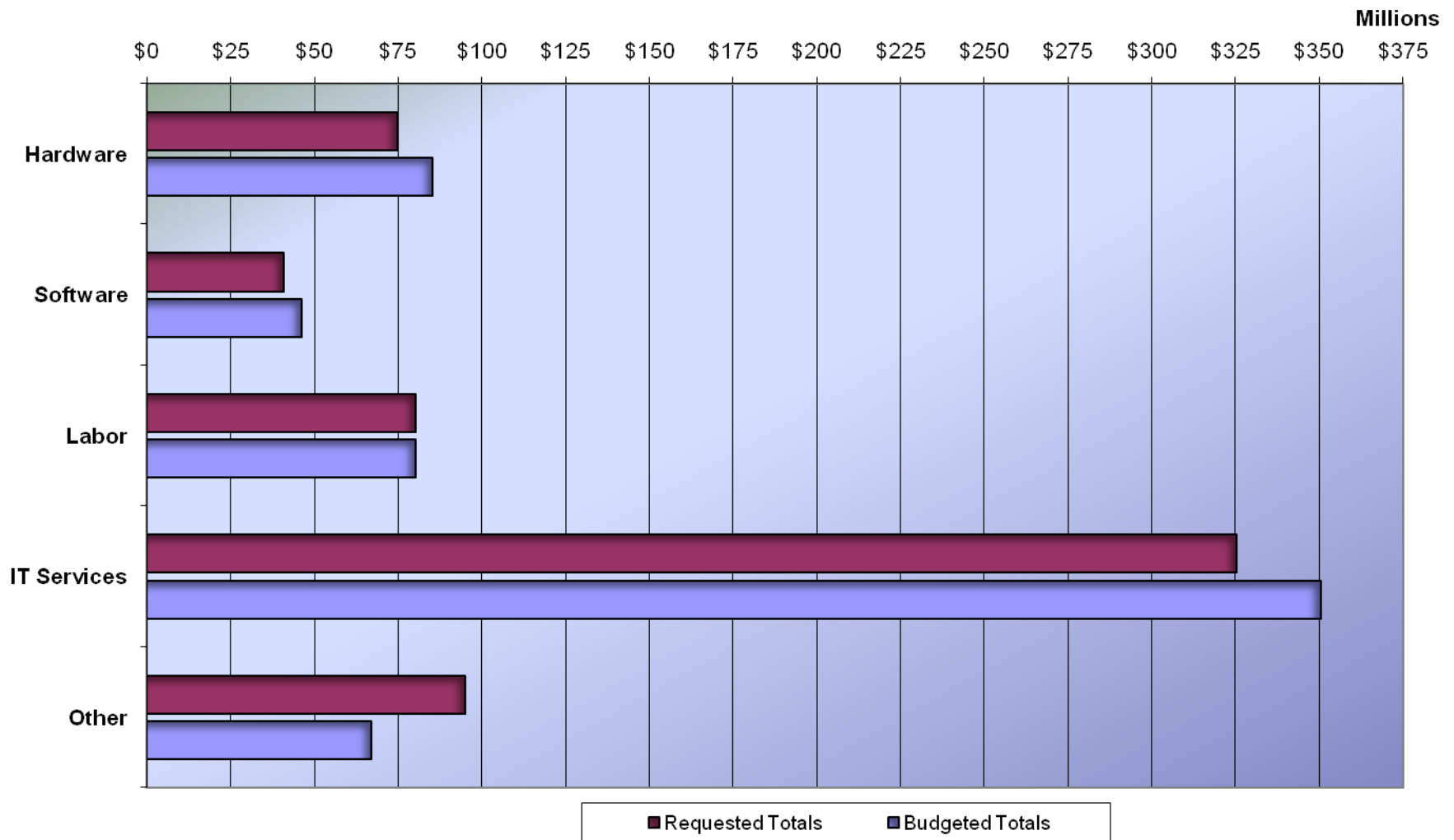
Information Technology Budgeted for FY08-09



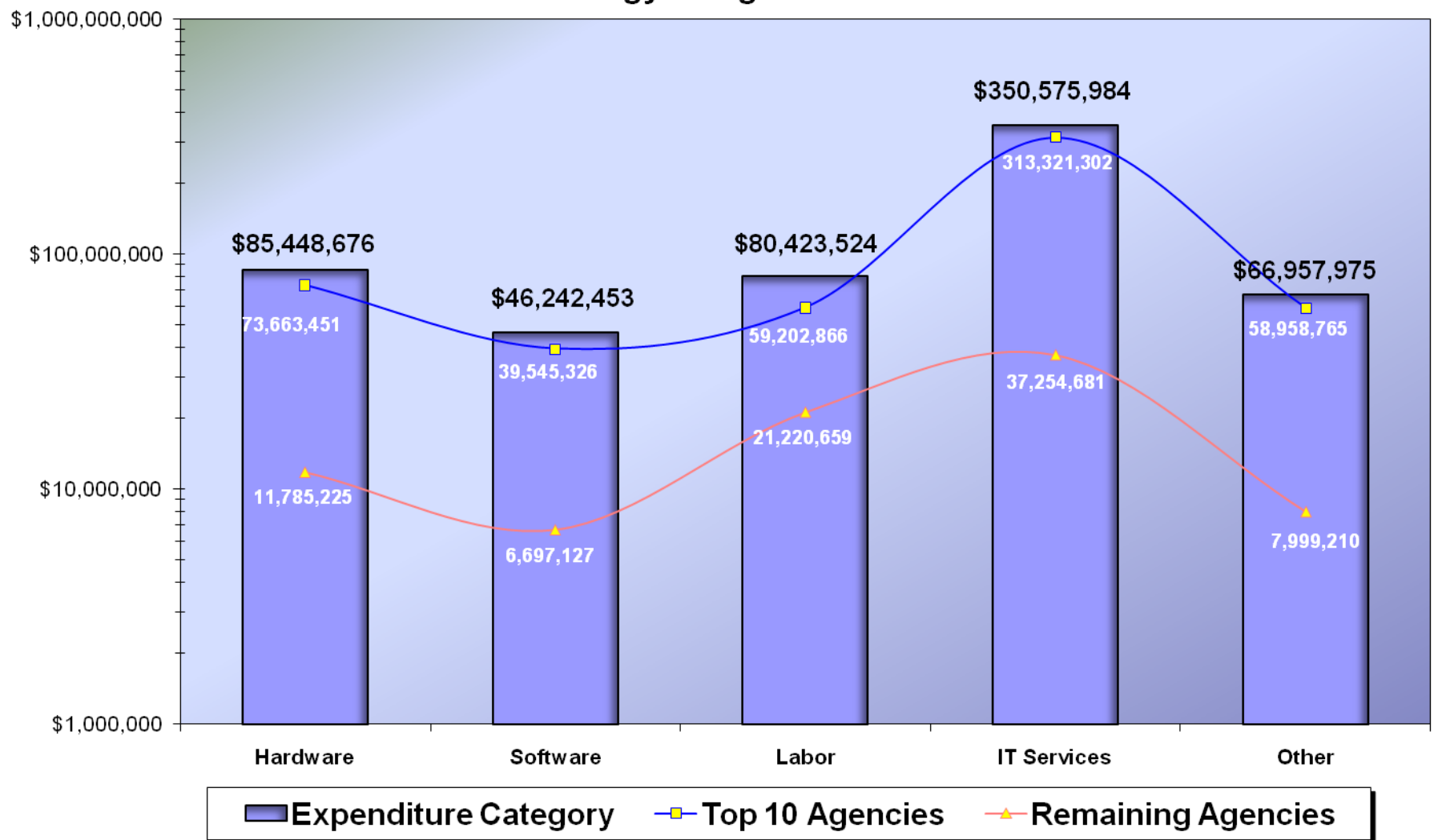
Biennial Distribution of Technology Budgets Across Agencies



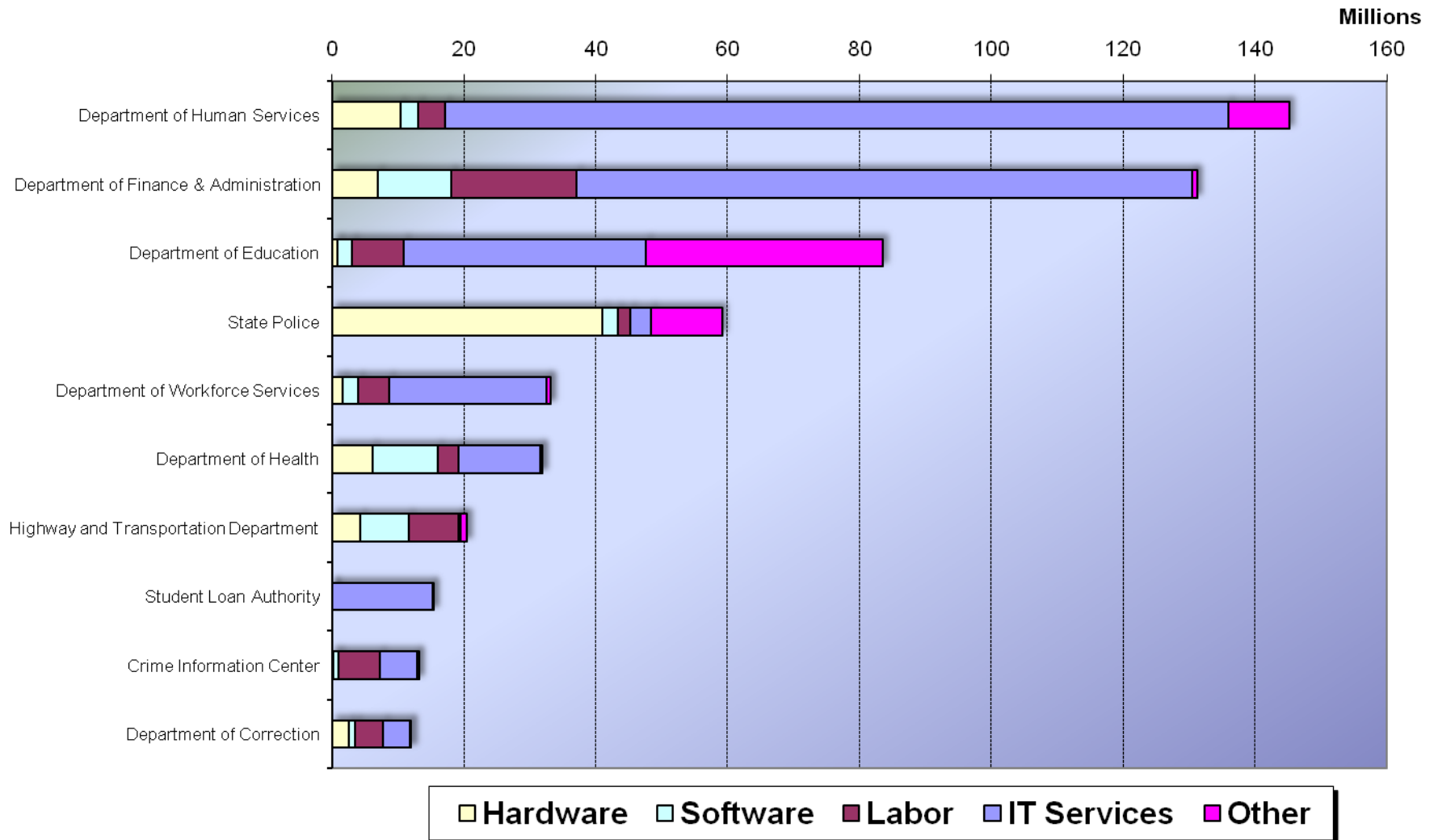
Biennial IT Budgets by Category Requested vs. Budgeted



Top 10 Agencies Account for 87% of All Technology Budgets for the Biennium

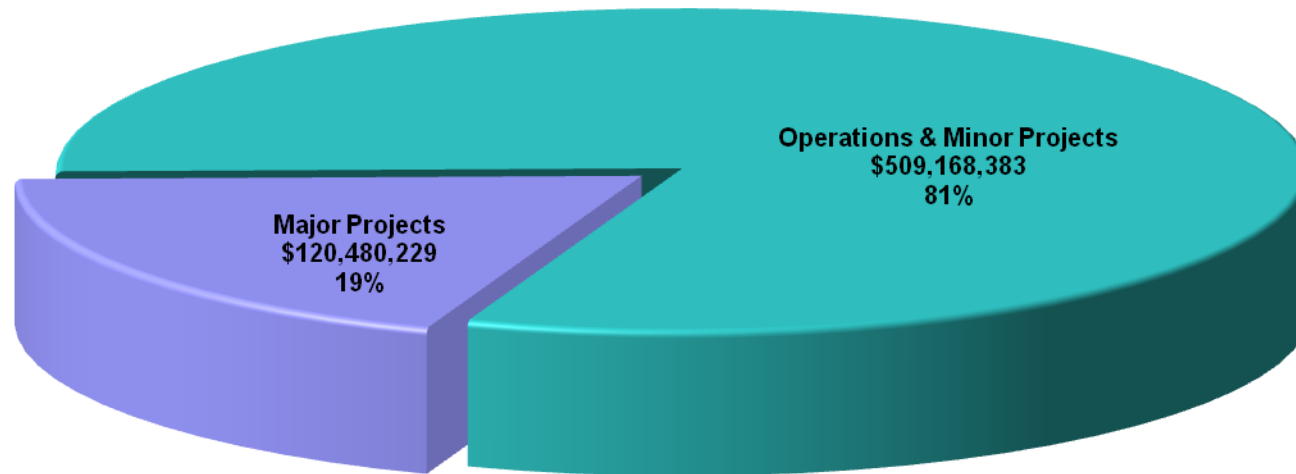


Technology Budget for Top 10 Agencies by Category



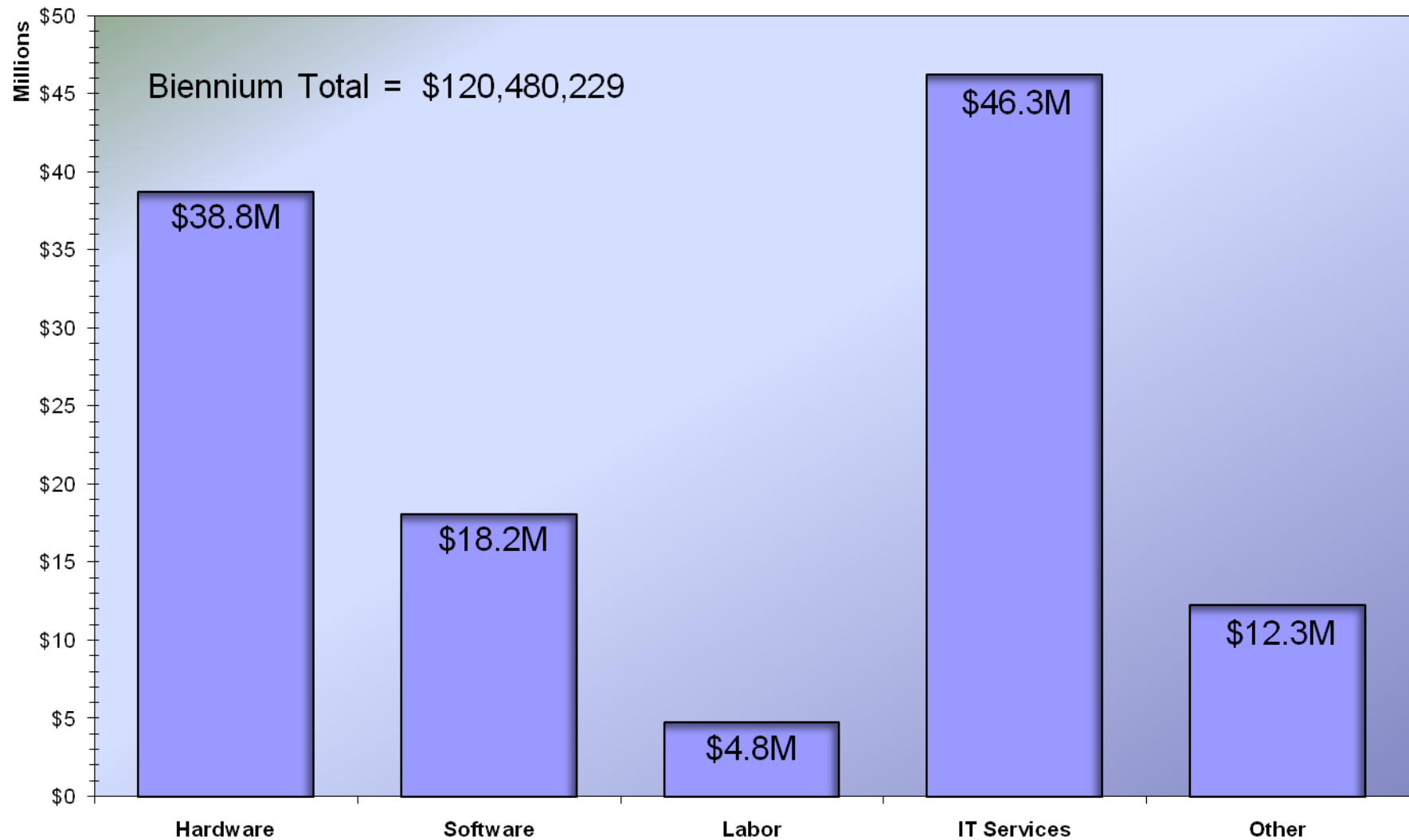
Major Projects Represent 19% of the Total Technology Budget for FY08-09

Biennial Total = \$629,648,612

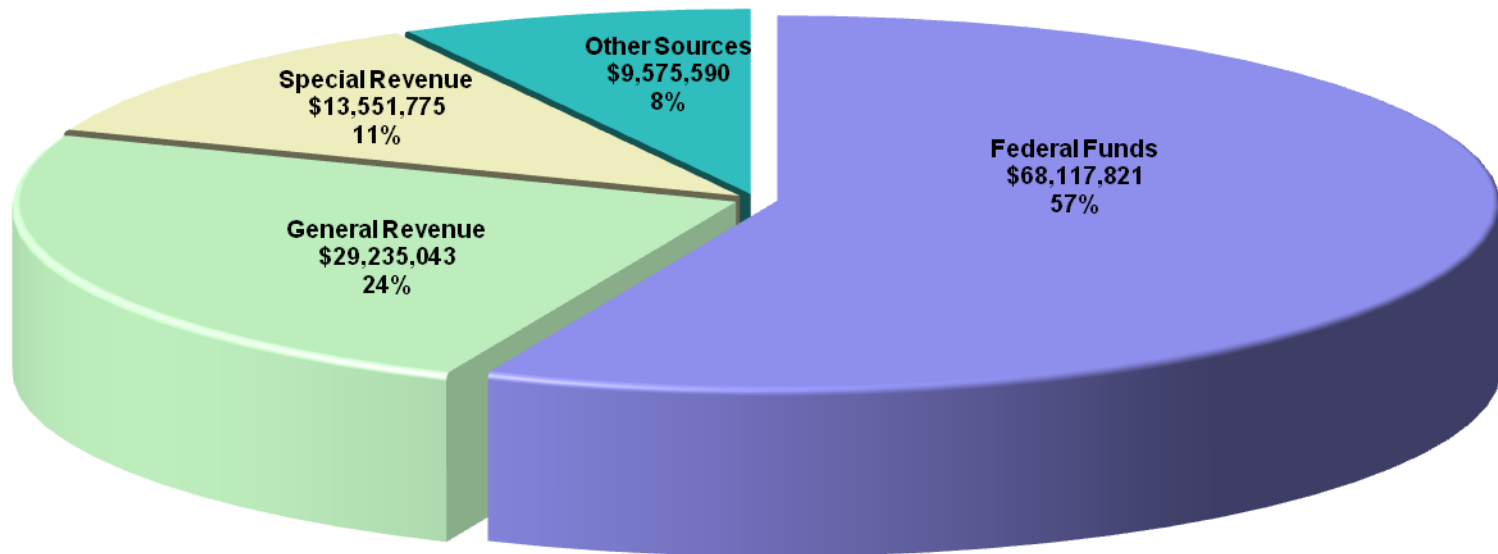


Note: Major Projects are those greater than \$100,000

Major Projects by Category Budgeted for FY08-09

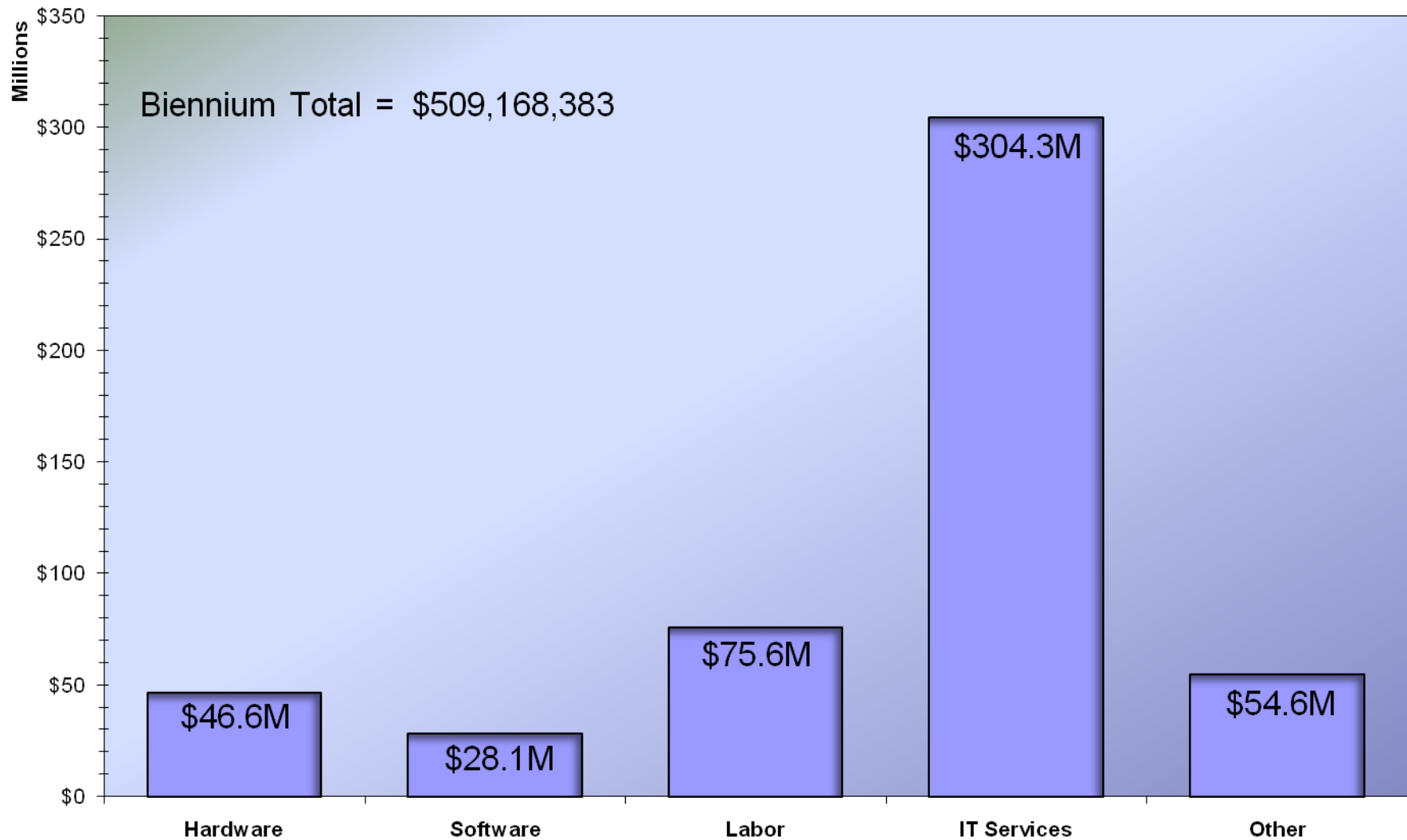


Major Projects by Fund Source for FY08-09

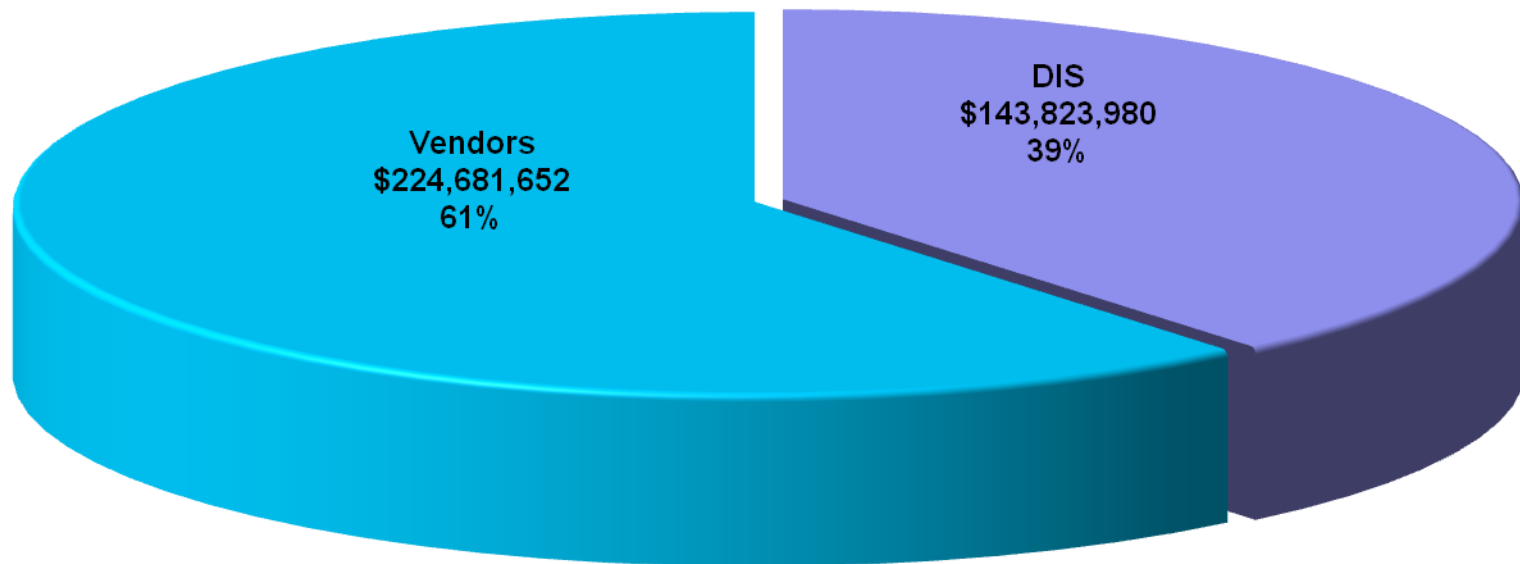


Total: \$120,480,229

Operations and Minor Projects by Category Budgeted for FY08-09



Outsourced Services Budgeted for FY08-09



Major Project Expenditures

Agency	Total Project Cost (estimated)	Costs from Prior Bienniums	FY08-09 YTD	Total Project Cost to Date	Budgeted amount for FY08-09	Project Count
AETN	500,000	0	0	0	500,000	2
Correction	2,241,500	0	1,377,980	1,377,980	2,241,500	2
Crime Information Center	2,807,914	0	460,274	460,274	2,807,914	5
Crime Laboratory	416,000	176,126	57,622	233,748	240,000	1
Education	3,884,103	0	3,329,410	3,329,410	3,884,103	4
Emergency Management	212,300	0	212,300	212,300	212,300	1
Environmental Quality	4,080,000	2,129,324	534,153	2,663,477	2,005,000	2
Finance & Administration	34,407,762	236,459	8,318,934	8,555,393	18,249,045	5
Health	20,804,209	0	2,497,035	2,497,035	16,504,209	6
Human Services	70,714,366	5,476,244	6,835,682	12,311,926	15,353,179	11
Labor	555,200	20,000	147,260	167,260	492,700	2
Medical Board	200,428	0	0	0	200,428	1
Parks and Tourism	1,311,946	0	0	0	1,311,946	1
Prosecutor Coordinator	489,300	293,700	60,700	354,400	159,700	1
School for the Blind	288,000	0	11,883	11,883	288,000	2
State Police	43,217,283	0	8,015,588	8,015,588	43,217,283	19
Workforce Services	15,384,462	2,687,566	1,678,606	4,366,172	12,812,922	10
Totals	\$201,514,773	\$11,019,419	\$33,537,427	\$44,556,846	\$120,480,229	75

Major Technology Investments Top 10 Projects by Cost

Agency	Project Name	Budgeted amount for FY08-09
State Police	AWIN	33,402,882
Finance & Administration	Integrated Tax System	14,750,000
Health	Electronic Medical Records	8,063,000
Health	WIC	5,513,558
Human Services	Answer System Enhancements - Includes Tobacco Program	5,456,830
Workforce Services	FARS Replacement	5,086,616
Human Services	HIPAA/National Provider Identifier	2,543,166
Human Services	Document Imaging Project	2,349,433
Education	Longitudinal Data System Project	2,270,061
Health	Vital Records	2,020,045
Total Cost of Top 10 Projects Represents 68% of Total Projects Cost		\$81,455,591
Total Cost of Remaining 65 Projects		\$39,024,638
Total Cost - All Projects		\$120,480,229

Note: Major Projects are those greater than \$100,000

Major IT Projects

Agency	Project Name	Project Description
AETN	Broadcast Storage Management	Purpose of this project is to acquire a system to assist in the management of AETN's video and media storage resources. As AETN moves towards a digital file based media workflow and storage paradigm it is necessary to efficiently and reliably manage the necessary storage resources. To minimize storage costs and provide for disaster recovery it is necessary to tier storage, minimize duplication of stored assets and provide methods to assure that media is delivered to the appropriate delivery system and in the correct delivery format. This can be achieved by managing the amounts of the different types of storage tiers (online, nearline and archive) and by providing inline transcoding as needed. This will be a middleware application that integrates with the physical storage devices, delivery devices and business applications.
	Media Asset Management	The purpose of this system is to assist in cataloging and managing AETN's ever increasing inventory of digital media assets. AETN estimates that we have 25,000 hours of media in various formats. Currently media assets that are not part of the existing PVL library are managed on an ad-hoc basis by the media creator. This system will provide a central repository of all agency media assets and will be accessible to all authorized agency personnel. The system will also be used to catalog and store not only completed media but also raw video footage being prepared for editing and posting. The system will also provide structured workflow processes for video based projects and assist in managing media workflow processes from ingest to delivery. Users will be able to search for assets and either view proxy versions of high quality video assets or have direct access to other types of digital assets such as stills, promotion material and pre-press masters. The system will be required to use PBCore as its central metadata schema and to import and export assets using this schema.
Correction	Automated Entrance Monitoring	Provide an automated system, using smart card and biometric readers, for monitoring, approving and tracking the movement of personnel in, out and within all ADC unit locations. When fully implemented, the system will provide for an easy check-in process for inmate visitors, with an automated check on visitor identification, his/her approval to visit the inmate, and tracking of arrival and departure times. The system will also be used to track inmate movement within the unit, allowing a more accurate and timely status of an inmate's current location. This will aid in general security control, help prevent escapes, control access to unauthorized areas, help prevent contraband, and help improve other security issues. The system will also be used to track movements of ADC staff at the units. This could be used to track arrivals and departures, duty locations, help determine compensation that is based on duty type, and assist with emergency preparedness and response efforts by having more accurate location information on all personnel.

Major IT Projects		
Agency	Project Name	Project Description
Correction	Statewide Automated Victim Information and Notification (SAVIN)	This project will improve the capabilities of the state's current sex offender assessment, registration and victim notification processes. This will be done in conjunction with a federal grant for Statewide Automated Victim Information and Notification (SAVIN) programs from the Bureau of Justice Assistance. The project will enrich the existing VINE service and provide a better quality of service to the crime victims and general public in Arkansas and meet the new SORNA requirements. Objectives are: add ability to register with VINE for sex offender notification; disaster notifications through VINE on the sex offender population; development of area VINE notifications for ADC escapes; add inmate/client photos to VINELink; hire inter-agency victim services program coordinator.
Crime Information Center	ACIC workstation software upgrade	The software which runs on ACIC workstations will be upgraded to browser based software. The new software will be XML compatible and will allow changes and updates to the software to take place at a central location. The new software will simplify distribution of software, updates and changes and will be user friendly. This software will be distributed to approximately 700 existing ACIC workstations and will be available for additional criminal justice users who desire access to ACIC information.
	DB2 Conversion	DB2 will be utilized to store/retrieve criminal history data to allow enhanced search capabilities.
	Electronic Logbook for Pharmacies	ACIC is directed by Act 508 of 2007 to provide and administer a real-time electronic logbook for all pharmacies in Arkansas to record purchases of pseudoephedrine and similar products. All pharmacies must have access to the logbook by May 15, 2008 at no cost to the pharmacies. Information collected from the logbook will be made available to law enforcement and other entities specified by the act.
	Electronic Notebook and Court Review Project	A web-based program will be designed to provide the state courts and probation officers with prompt responses to the eligibility of defendants for specific sentencing provisions.
Crime Laboratory	NCHIP Domestic Violence Grant	This project will provide enhancements to the criminal history database to allow for all domestic violence related information to be included in criminal history reports.
	Video Testifying	This project will provide video conferencing equipment for multiple sites utilizing H.323 on the state network. The technology will primarily be used for Crime Lab Forensic Examiners to testify in court without having to travel or spend unproductive time waiting to be called to the stand.
Education	Enhancement to Cognos Project - Data Warehouse	The purpose is to provide a reporting tool to districts and a data warehouse to house data over multiple years. This will provide a way to analyze cost effectiveness of educational programs and provide requested reports as needed to the ADE and the Arkansas Legislature.
	Longitudinal Data System Project	The project is designed to develop a longitudinal data system for student information and develop an electronic transcript system to be used by school districts and institutions of higher education.

Major IT Projects

Agency	Project Name	Project Description
Education	Teacher Licensure Program	To expand the teacher licensure data collection and sharing system to make updates available to administrators and collect data on the mentoring program
	Technical Services Contract for further Enhancement to Data Warehouse	Consultants to provide modifications to reports for FY2009; deploy ETL for loading certification, licensure and qualifications data for teachers; modify/develop student and financial reports for Pentamotion System; provide development support for data admin for development of federal EDEN data submissions; implement SIS cycle revisions process; deploy ETL for loading higher education data; and provide developer support for APSCN.
Emergency Management	EmerGeo-WebEOC	Replace the Incident Master system with a system that integrates a mapping system and emergency management software. The emergency management software had to increase current functionality with the ability to produce shift reports without having to cut and paste from the system into a document and with email capability to receive information that would be automatically logged and plotted into the maps for an immediate display. The State Emergency Operations Center, which when activated, would use the product for event management, communication, and as an interoperable Command and Control Emergency Management Incident System that is essential for sharing information and integrating with other state agencies such as the Department of Health, Department of Information Services, and the Arkansas National Guard, as well as with the 77 local jurisdictions within the state.
Environmental Quality	ADEQ Document Imaging	The department wants to migrate away from a paper-intensive environment to an environment based more on electronic images for regulatory files. The department is planning to image-only the records concerning the facilities of the state that the agency has regulatory authority over, which represents approximately 15-million individual pages of information. By converting paper to electronic images, accessible through a document management system, users and the citizens will have easier access to this information.
	Integrated Information System	The purpose of this project is to develop a series of integrated applications that will allow the department to integrate its data across media lines to holistically view permit, compliance, emission, and environmental data from a facility or environmental region. Data has been maintained by the environmental program (Air, Water, Solid Waste, Hazardous Waste) that collects the data and has not been easily shared with the other entities within the department. This project will integrate the information being processed by the department to encourage information sharing when making environmental decisions. This is being accomplished by examining and re-engineering existing applications and business processes to present a more consolidated and coordinated approach in collecting and analyzing information. This initiative will move much of the data off a legacy system into a Microsoft/Intel environment.
Finance & Administration	ARBenefits Extension	The Employee Benefits Division needs to extend the capability of its current benefit administration system, Payersoft, to support new requirements brought about by a legislative change requiring the tracking and reporting of quality indicators, a board decision to bring Medical Management in-house, and a state requirement to develop internal controls to monitor the payment of claims by contracted benefit coordinators.

Major IT Projects		
Agency	Project Name	Project Description
Finance & Administration	Digitizing Microfilm	Initially this project encompasses digitizing the previous three years of microfilm by uploading indexed titles and related documentation to the AX MV Title application (MV TITLE Release). This exclusive process (MV TITLE Release) was designed to perform with either scanned images (the current process) or with digitized microfilm (the proposed process). In addition, the Quality Control program DocsConvert will be custom written to validate the format of the digitized microfilmed images and associated indexes to be loaded to the AX Document Imaging System via the MV TITLE Release program. Since April 2007, the MV_Application is the current scanning application for motor vehicle titles and title applications. The microfilm retrieval machines are obsolete, almost impossible to maintain as parts are often unavailable and can not be replaced. By digitizing the microfilm and storing indexed titles to the AX system, the Office of Motor Vehicle would have a single retrieval point (mainframe host) in which to display or print any required title documentation.
	Facial Recognition Expansion	The purpose of this project is to provide a more efficient means to detect persons obtaining multiple drivers license or identification cards in different names through the use of biometrics (specifically, facial recognition). Facial recognition has the potential to prevent a commercial driver from possessing multiple commercial driver licenses in different names. Facial recognition would eliminate the ability for these rogue drivers to spread traffic violations and accidents over multiple driving records. The expansion of the Facial Recognition system will increase the size of the existing data base of digital images to include all drivers license and identification card images collected each day and a nightly comparison of those new images against the data base.
	Integrated Tax System	DFA seeks an Integrated Tax Solution (ITS) for all core business processes and for all taxes it administers at DFA-Revenue. Given the age, architecture, and environment of the current tax systems, absence of integration, severe limitations in support of both taxpayer and agency business needs, an ITS is required. ITS business processes and functions include: taxpayer registration, processing and posting of return data and payment data, posting of transactions, refund issuance, collections; non-filing detection; tax accounting; office and field audit; compliance; workflow and case management for the business processes; security; correspondence and reporting; Internet service for taxpayers; and, integration with the image retrieval. The ITS solution must fully support all aspects of tax administration for all taxes (corporate and personal, and pass-through-entity, sales and use, including new streamlined sales tax agreements, employer withholding, and dozens of "miscellaneous" taxes), operate in an integrated environment supported by a database designed to fully utilize relational technology; and use software and hardware tools found commonly throughout the IT industry.

Major IT Projects

Agency	Project Name	Project Description
Finance & Administration	IRP IFTA System Replacement	The International Fuel Tax Agreement (IFTA) software contract with ACS has expired and is operating on a month to month basis. The International Registration Plan (IRP) software contract with POLK expires September 30, 2008. IFTA and IRP basically serve the same user community and collect much of the same data. The Commercial Vehicle Information Exchange Window (CVIEW) has been installed as part of the PRISM project and interfaces with the IRP system. Since IRP, IFTA and CVIEW are tightly coupled, there is a tremendous advantage to integrating all three systems. IBM/Celtic has presented an integrated IRP/IFTA/CVIEW solution. IBM/Celtic is the only vendor with a payment system to collect payments online without bringing in another vendor to provide the website.
Health	CodeSpear Software	The purpose is to acquire a solution to meet federal requirements and streamline notification and alerting capabilities.
	Electronic Medical Records	Develop an electronic medical record and management system which would allow among other actions: non-duplication of documentation; billing directly from the EMR; lab results downloaded to EMR as well as generate email to PHN of abnormal results; automatic deduction of medications from LHU inventory and addition to re-order list when issuance is documented in record; direct link to community pharmacy for online prescription filling and feedback loop to EMR when patient picks up medications; dramatically increase patient safety and decrease medication and procedure errors; generation of any report based on field chosen; allow private insurance to be billed; manage and report other DOH services, such as septic tank inspection fees, public water system certifications, restaurant inspections; connect any citizen with all his/her DOH services; enhance patient and staff scheduling capabilities for access and tracking of client and case management.
	ESAR-VHP (Emergency System for Advance Registration of Volunteer Health Professionals)	The ESAR-VHP System is an electronic database of health care personnel who volunteer to provide aid in an emergency. An ESAR-VHP System must register health volunteers, apply emergency credentialing standards to registered volunteers and allow for the verification of the identity, credentials, and qualifications of registered volunteers in an emergency.
	Hospital Video Conferencing	The current server does not have enough capacity for all users at the same time. On an average day this might not be a problem, but if there were a disaster and everyone was trying to participate in a video conference, there would not be enough server space for everyone to do so. To be fully prepared, the agency must ensure that all users have access to the most up-to-date information on disaster and relief efforts as soon as possible.
	Vital Records	To continue the replacement of the legacy application with a web-enabled application. Vital Records includes the following: certificates; birth, death, marriage, and divorce. Funding for this project has been secured through fee collections and is now in an escrow account. An RFP for a consultant to review the design and make recommendations was developed and completed in FY 2007. An RFP for this project will be developed from that recommendation.

Major IT Projects		
Agency	Project Name	Project Description
Health	WIC	Replace a legacy application with a web-enabled application approved by the US Department of Agriculture Food and Nutrition Service. Arkansas has a network in place that will support a new web based system. Numerous program management deficiencies were identified during a Federal Management Evaluation of the current Arkansas WIC Program in Fiscal Year 2005. FNS strongly encourages participation in both the CDC Pregnancy Nutrition Surveillance and Pediatric Nutrition Surveillance systems. Arkansas needs enhanced functionality to extract this CDC surveillance data, format it based on CDC requirements and report accordingly. A complete new vendor management information system is needed to manage vendor data in compliance with Federal food delivery and cost containment requirements.
Human Services	Answer System Enhancements - Includes Tobacco Program	Based on the diversity of DCO programs, system enhancements and modifications are continuous. Currently there over 500 identified modifications awaiting implementation. These funds would be used to continue this effort through the biennium.
	Call Center	Establishment of a Call Center if funding is available. The project purpose will be to reduce the number of applications and reviews being processed by specific county offices by redirecting these applications to the Call Center. The Call Center will utilize electronic records and interface with other data bases to obtain information about client eligibility.
	Decision Support System	DSS is a multi-phased data warehouse consisting of conformed and cleansed data from the following applications: CLEAN, KIDCare, KIDCare Billing, Special Nutrition Program, COPA, Exclusions, DHS' Unique Client Directory (UCD), and Recipient Overpayment Accounting System (ROAS). A reporting environment, utilizing DIS' Business Objects platform, consisting of 60+ predefined reports and the capability to produce ad-hoc reporting has been developed. This will enable DCC/ECE to perform predictive analysis via data mining on data across their production systems utilizing Microsoft's Business Scorecard Manager. This capability will allow DCC/ECE to proactively identify providers and clients that have a statistically significant likelihood of committing fraud/overpayments based on their current behavior.
	DHS Data Warehouse	This project will build upon efforts already underway in the Division of Child Care and Early Education and the Division of Children and Family Services. To make sure all efforts are coordinated and designed to work together as one data warehouse for the department, Northrop Grumman will oversee all data warehouse design work and will also be responsible for creating the provider universe and all data collections and reports revolving around our providers.
	Document Imaging Project	The purpose of the Document Imaging project is to provide electronic management of client case records in all county offices. The intent is to provide client documents to case managers at their desktops by integrating scanned records to the ANSWER system. A bar coding process will be used to recognize form numbers and client or case identifying information and route scanned documents to correct place holders. The end product will be an electronic case record that can be accessed by users located throughout the state.

Major IT Projects

Agency	Project Name	Project Description
Human Services	Electronic Surveillance Systems - Additional Sites	This project is to expand the number of DYS residential facilities that have an electronic surveillance system to monitor incidents involving juveniles at the facilities. These are Colt Juvenile Treatment Center at Colt, AR; Dermott Juvenile Treatment Center at Dermott, AR; Harrisburg Juvenile Treatment Center at Harrisburg, AR; Lewisville Juvenile Treatment Center at Lewisville, AR; Mansfield Juvenile Treatment Center and Mansfield Juvenile Treatment Center for Girls at Mansfield, AR.
	Enhanced Child Care Licensing System (CLEAN)	The existing CLEAN System oversees the monitoring, tracking, and oversight of all licensed child care providers within Arkansas. Beginning in FY08, DCC/ECE will start the development of an architecture study in making CLEAN a web-based application to include other significant enhancements regarding facility quality accreditation via the Arkansas Early Childhood Comprehensive Initiative.
	Enhanced Special Nutrition Program System	In FY07, DCC/ECE started development of a new system called the SNP Enhanced System, which is a web-based application and will be completed in FY08. The SNP Enhanced System will focus on three areas: (1) Developing an on-line SNP application system for participating providers; (2) Enhancing and streamlining the provider reimbursement process; and (3) developing a module to record, track, and monitor the results of on-site reviews made by the DCC/ECE SNP staff and child care center/child care family home food sponsors.
	HIPPA/National Provider Identifier	Federal regulations for the Health Insurance Portability and Accountability Act (HIPAA) include Medicaid as a health insurance plan that must comply with HIPAA regulations.
	On-line verification (e find)	The purpose of this project is to provide on-line client specific information from multiple state systems on one screen at the click of a mouse with drill down capabilities.
	Vocational Education Program	The purpose of this project is to provide vocational training and job readiness skills to youth who will reintegrate into their communities after periods of time in confinement.
Labor	Code Enforcement Comprehensive Inspection, Permitting, and Licensing	A comprehensive records management code enforcement solution for the agency's Electrical Division, Elevator Safety Division, Boiler Inspection Division and agency regulated trades licensing programs. This will update and standardize the computer systems supporting elevator equipment inspections and permitting, boiler equipment inspections and permitting, and licensing of all electricians, boiler operators and inspectors, elevator contractors and inspectors, and elevator mechanics.

Major IT Projects		
Agency	Project Name	Project Description
Labor	Code Enforcement Comprehensive Inspection, Permitting, and Licensing (with CEU's for licensees)	The agency is seeking to update and standardize the computer systems supporting Elevator equipment inspections and permitting, Boiler equipment inspections and permitting, and Licensing of all Electricians, Boiler Operators and Inspectors; Elevator Contractors and Inspectors, and Elevator Mechanics. The goal of this project is to update, modernize, and standardize the business processes, computer systems and IT resources. Deployment of this solution will increase availability of agency information and promote additional offerings for eGovernment initiatives, allowing electronic data interchange for equipment inspection reports, and online payments and other transactions by business and individuals for various agency fees, services, and other offerings.
Medical Board	Disaster Recovery - Remote Site	In the event of a disaster, minimal network operations must be restored within 72 hours of the disaster. Key Medical Board personal would need access to information within 8 hours of a disaster and the remaining staff would need access to information within 72 hours of the disaster. Normal logistical channels make that goal impossible. In order to meet the disaster recovery goals set forth by the Medical Board, the Medical Board's IT staff determined the best course of action would be a remote site. A remote site would contain the necessary equipment to sustain Medical Board's network operations up to 90 days in the event of a disaster. On-going daily operations would ensure data integrity at both the main site and the remote site through a T1 link to the internet provided by DIS. Windows Active Directory, DNS, database records and other essential network information would be updated continuously throughout the day through a one-way trust relationship across a VPN connection.
Parks and Tourism	POS System	The purpose of this project is to provide a point of sale solution at each of the park & TIC marinas, golf courses, and museums. This will integrate agency accounting into AASIS, which will greatly reduce the man hours of manual input of information into AASIS and will allow better management of store inventories and centralized purchasing for all stores.
Prosecutor Coordinator	Prosecutor Systems	Rewrite and upgrade currently separate Hot Check and Case Management System into one system.
School for the Blind	Adaptive Technology	To acquire new adaptive technologies as they become available
	Distance Learning Lab	The purpose of this project will be to provide additional educational course offerings to students.

Major IT Projects

Agency	Project Name	Project Description
State Police	AFIS Fingerprint Station Replacement Project	The purpose is to electronically transmit fingerprint data to a centralized database at ASP. Upon booking, search suspects' fingerprints across approximately 5,000,000 individual prints and return a response to the booking facility within a 10 minute timeframe with a "Hit"/"No Hit" determination. Along with capturing fingerprints, the suspect's mug shot, scar, marks, tattoo and moles are captured. Additional benefits include the presence of better search algorithms for matching, which translates into more accurate hits. Also, the booking process is more streamlined for the booking officers; technology is a lot simpler to use.
	ASP Data Encryption	This is to protect sensitive data from potentially harmful sources. All data leaving ASP premises are classified as highly sensitive and will be encrypted.
	ASP Records Retention	Project provides a means for minimum record retention schedules for records kept by state agencies. Act 918 of 2005 provides a minimum requirement level.
	AWIN	Primarily used for voice transmission at this time. In the future will be used to transmit data for law enforcement in Arkansas. The Arkansas Wireless Information Network (AWIN) provides the radio system for the public safety/service users in Arkansas. AWIN is a multiple site, statewide, trunked communications system based on a digital 700/800 MHz system using the Association of Public Safety Communications Officials (APCO) Project 25 (P-25) standard.
	CDL Automated Testing Phase II	This project will implement automated testing of commercial driver license testing in Arkansas. Testing stations will be equipped with a computer and touch screen along with the CDL application. There will be five CDL testing sites throughout the state.
	CDL Wireless (Field Personnel)	This project provides the ability to allow CDL personnel to perform testing in remote areas of the state. Currently, citizens have to go to the nearest testing station. This project will help eliminate the distances individuals have to travel to take a test.
	CID Investigative Improvement	This project will provide wireless capabilities to officers for enforcement efforts by rapidly transmitting information with other law enforcement agencies.
	CID Wireless Technology Project	This project will allow CID personnel to operate remotely from their central office sharing investigative data, photos, etc. electronically.
	Forensic Earmark	Satellite based forensic network for distributed processing of computer crime cases within the state.
	Fusion Center	Consolidated information sharing network with intent to link all first responders to secure future data elements or levels.
	ICAC	This project will provide forensic examination of systems and the recovery of digital evidence. Also, will detect and identify violators who exploit children via the internet and digital media and educate parents, teachers, law enforcement and prosecutors about these types of violators and protecting children on-line.
	ICAC Forensics	This project will provide forensic examination of systems and the recovery of digital evidence. Also, will detect and identify violators who exploit children via the internet and digital media and educate parents, teachers, law enforcement and prosecutors about these types of violators and protecting children on-line.

Major IT Projects		
Agency	Project Name	Project Description
State Police	In Car Video Cameras	The purpose of this project is to reduce traffic related fatalities and injuries by conducting a selective traffic enforcement project. The goal is to increase seat belt use and to reduce alcohol related fatalities.
	Marijuana Eradication-Counter Drug Task Force	This project will gather report intelligence data relating to the illicit possession and distribution of marijuana. It will also investigate and report incidents involving the trafficking and controlled substances arrest and bring to prosecution defendants charged with the violation of controlled substances.
	Meth06	This provides federal funding for re-certification training to certified investigators. Investigators will be provided safety equipment that will allow them to respond to methamphetamine laboratory sites. Project will also pay for overtime to pursue methamphetamine manufacturers and distributors and physical examinations for the officers to become certified.
	Meth08	This provides federal funding for re-certification training to certified investigators. Investigators will be provided safety equipment that will allow them to respond to methamphetamine laboratory sites. Project will also pay for overtime to pursue methamphetamine manufacturers and distributors and physical examinations for the officers to become certified.
	Mobile Command Post	To provide command and control for any critical incident scenes across the state
	Protecting Children Through Advanced Technologies	This project deals with FRED (Forensic Recovery of Evidence Center) and the protection of potential child crime victims dealing with online targeting and forensic analysis of suspect equipment.
	Voice Recording System	The purpose of this project is to provide the ASP with a means to record incoming calls from the public and radio traffic on AWIN and to use the recordings later as needed.
Workforce Services	Applicant Tracking System	This system will track the hiring process of potential applicants using an application obtained from the Department of Human Services.
	Arkansas Job Link (AJL) Ad Hoc Reporting	This is a contractual agreement with America's Job Link (AJL) of Kansas to develop a complimentary ad hoc reporting system that will provide all system users the ability to run queries and reports of WIA Adult, Dislocated Worker, and Youth participants.
	Collections and MRS Upgrades	This is to update the MRS system regarding overpayments to maintain added detail to end the need to refer continually to paper overpayments, to reengineer the cash receipts and indebtedness processes, and to enhance the grant reporting process to comply with Federal reporting requirements in order that these processes are more user friendly and automation friendly. In addition, a collection system which can utilize these improvements and data expansion capability will be purchased to further automate the entire BPC process.
	FARS Replacement	Replacement of the current unsupported federal accounting system
	Internet Initial Claims	This project allows individuals that have just been laid off to file an unemployment insurance claim over the internet.

Major IT Projects

Agency	Project Name	Project Description
Workforce Services	TANF Eligibility/Case Management System	The Transitional Employment Assistance Program was transferred from the Department of Human Services to the Department of Workforce Services in January 2006. Currently DHS makes all reported adjustments to DWS TEA cases in the ANSWER system.
	UI-AJL Interface	The purpose of this project is to transmit data between two major systems within the department. These two systems handle all or part of several major agency programs, including unemployment insurance, labor exchange, Workforce Investment Act programs, trade adjustment assistance, job placement for Transitional Employment Assistance programs and several smaller programs. The Arkansas Job Link (AJL) system includes an extensive process to help determine correct occupational coding for job seekers. This project will allow that coding to be transmitted to the unemployment insurance (UI) system, which also needs it for reporting. The interface will allow unemployment insurance claimants to register for work more quickly by sending demographic information from the UI system to AJL. It also will help the UI system determine appropriate claim payments by sending job search and job placement information from AJL to the UI system, alerting UI to investigate payments made after job placement or refusal to accept a suitable job is recorded.
	UI Call Centers	Arkansas' telephone remote claims application will allow claimants to file new, additional, and reopened intrastate, interstate, combined wage, UCX, and UCFE claims. The telephone filing programs will be accessible from any area of the state, as well as any area of the country.
	UI Claims & DUA	This project will involve modification of the mainframe applications to accept data from the web-based programs that this agency is currently developing and implementing.
	UI Collections	This project automates the collection of unemployment taxes from employers. It will more accurately track the unemployment insurance taxes collected from employers.

Major IT Projects with Cost

Agency	Project Name ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY08-09	FY08-09 YTD	Total Project Cost to Date
AETN	Broadcast Storage Management	6/1/2008	6/1/2009	200,000	200,000	0	0
	Media Asset Management	6/1/2008	6/1/2009	300,000	300,000	0	0
Correction	Automated Entrance Monitoring	8/1/2006	7/1/2009	1,010,000	1,010,000	1,047,496	1,047,496
	Statewide Automated Victim Information and Notification (SAVIN)	10/1/2007	6/30/2009	1,231,500	1,231,500	330,484	330,484
Crime Information Center	ACIC workstation software upgrade	7/1/2007	6/30/2009	315,000	315,000	0	0
	DB2 Conversion	7/1/2007	6/30/2009	714,000	714,000	110,274	110,274
	** Electronic Logbook for Pharmacies	3/1/2007	5/15/2008	983,749	983,749	350,000	350,000
	Electronic Notebook and Court Review Project	10/1/2008	9/30/2009	484,677	484,677	0	0
	NCHIP Domestic Violence Grant	8/1/2008	7/31/2009	310,488	310,488	0	0
Crime Laboratory	Video Testifying	11/1/2003	6/30/2009	416,000	240,000	57,622	233,748
Education	** Enhancement to Cognos Project - Data Warehouse	9/1/2007	6/30/2008	543,636	543,636	537,210	537,210
	Longitudinal Data System Project	7/1/2007	6/30/2009	2,270,061	2,270,061	2,163,264	2,163,264
	** Teacher Licensure Program	10/1/2007	6/1/2008	526,780	526,780	526,780	526,780
	Technical Services Contract for further enhancement to Data Warehouse	8/1/2008	6/30/2009	543,626	543,626	102,156	102,156
Emergency Management	EmerGeo-WebEOC	4/15/2008	9/30/2008	212,300	212,300	212,300	212,300
Environmental Quality	** ADEQ Document Imaging	1/1/2006	12/31/2007	880,000	450,000	347,457	767,798
	** Integrated Information System	7/1/2000	6/30/2009	3,200,000	1,555,000	186,696	1,895,679
Finance & Administration	ARBenefits Extension	8/8/2006	12/31/2008	1,500,000	1,264,000	640,165	876,624
	Digitizing Microfilm	11/1/2007	11/1/2009	303,600	253,000	141,131	141,131
	** Facial Recognition Expansion	9/1/2007	12/1/2007	304,162	304,162	303,665	303,665
	Integrated Tax System	7/1/2007	6/30/2011	30,000,000	14,750,000	6,198,744	6,198,744
	IRP IFTA System Replacement	5/1/2008	6/30/2009	2,300,000	1,677,883	1,035,229	1,035,229
Health	CodeSpear Software	10/1/2008	11/30/2008	177,606	177,606	0	0
	*** Electronic Medical Records	7/1/2007	6/30/2010	12,363,000	8,063,000	0	0
	ESAR-VHP (Emergency System for Advance Registration of Volunteer Health Professionals)	7/1/2007	11/30/2007	230,000	230,000	0	0
	** Hospital Video Conferencing	7/1/2007	6/30/2008	500,000	500,000	500,000	500,000

Major IT Projects with Cost

Agency	Project Name ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY08-09	FY08-09 YTD	Total Project Cost to Date
Health	Vital Records	7/1/2007	6/30/2009	2,020,045	2,020,045	126,655	126,655
	WIC	10/1/2007	6/30/2009	5,513,558	5,513,558	1,870,380	1,870,380
Human Services	Answer System Enhancements - Includes Tobacco Program	7/1/2007	6/30/2009	5,456,830	5,456,830	2,121,380	2,121,380
	Call Center	7/1/2006	6/30/2009	602,801	532,211	28,601	33,013
	Decision Support System	7/1/2005	6/30/2008	1,046,670	438,030	533,707	1,244,794
	DHS Data Warehouse	7/1/2008	6/30/2012	800,000	199,680	20,475	20,475
	Document Imaging Project	8/15/2008	6/30/2009	7,933,572	2,349,433	276,493	276,493
	*** Electronic Surveillance Systems - Additional Sites	7/1/2008	6/30/2009	880,000	880,000	0	0
	Enhanced Child Care Licensing System (CLEAN)	7/1/2007	6/30/2009	1,339,280	1,339,280	757,921	757,921
	Enhanced Special Nutrition Program System	7/1/2006	6/30/2008	610,605	360,975	376,106	616,072
	** HIPAA/National Provider Identifier	9/11/2005	12/30/2007	50,791,034	2,543,166	2,573,228	7,094,007
	*** On-line verification (e find)	7/1/2007	6/30/2009	1,000,000	1,000,000	6,320	6,320
	** Vocational Education Program	7/1/2007	6/30/2008	253,574	253,574	141,451	141,451
Labor	Code Enforcement Comprehensive Inspection, Permitting, and Licensing	9/30/2007	6/30/2008	269,400	269,400	90,000	110,000
	Code Enforcement Comprehensive Inspection, Permitting, and Licensing (with CEU's for licensees)	7/1/2008	6/30/2010	285,800	223,300	57,260	57,260
Medical Board	*** Disaster Recovery - Remote Site	7/1/2007	6/30/2008	200,428	200,428	0	0
Parks and Tourism	*** POS System	7/1/2008	6/30/2009	1,311,946	1,311,946	0	0
Prosecutor Coordinator	*** Prosecutor Systems	10/1/2002	7/1/2009	489,300	159,700	60,700	354,400
School for the Blind	Adaptive technology	7/1/2007	6/30/2009	120,000	120,000	11,883	11,883
	Distance Learning Lab	7/1/2007	6/30/2008	168,000	168,000	0	0
State Police	** AFIS Fingerprint Station Replacement Project	7/1/2007	6/30/2008	740,421	740,421	827,163	827,163
	ASP Data Encryption	7/1/2007	6/30/2009	170,000	170,000	0	0
	ASP Records Retention	7/1/2007	6/30/2009	250,000	250,000	60,275	60,275
	AWIN	7/1/2007	6/30/2009	33,402,882	33,402,882	5,246,733	5,246,733
	CDL Automated Testing Phase II	10/1/2007	9/30/2008	611,172	611,172	579,781	579,781
	*** CDL Wireless (Field Personnel)	7/1/2008	6/30/2009	500,000	500,000	0	0

Major IT Projects with Cost

Agency	Project Name ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY08-09	FY08-09 YTD	Total Project Cost to Date
State Police	*** CID Investigative Improvement	7/1/2007	6/30/2009	1,100,000	1,100,000	0	0
	*** CID Wireless Technology Project	7/1/2008	6/30/2009	250,000	250,000	0	0
	*** Forensic Earmark	3/1/2008	12/30/2010	400,000	400,000	0	0
	*** Fusion Center	8/1/2007	7/31/2009	912,226	912,226	0	0
	ICAC	7/1/2007	6/30/2008	705,692	705,692	152,064	152,064
	ICAC Forensics	8/1/2008	12/30/2009	200,000	200,000	0	0
	In Car Video Cameras	10/1/2006	9/30/2008	565,804	565,804	258,304	258,304
	Marijuana Eradication-Counter Drug Task Force	7/1/2007	6/30/2009	785,196	785,196	233,258	233,258
	Meth06	7/1/2006	11/21/2007	800,890	800,890	45,782	45,782
	Meth08	7/1/2007	6/30/2009	600,000	600,000	0	0
	Mobile Command Post	7/1/2007	6/30/2009	573,000	573,000	411,251	411,251
	Protecting Children Through Advanced Technologies	7/1/2008	6/30/2011	400,000	400,000	0	0
	Voice Recording System	6/1/2007	8/31/2007	250,000	250,000	200,977	200,977
Workforce Services	Applicant Tracking System	4/1/2007	3/31/2008	130,864	130,864	23,978	23,978
	** Arkansas Job Link (AJL) Ad Hoc Reporting	7/1/2007	6/30/2008	725,920	725,920	11,616	11,616
	Collections and MRS Upgrades	7/18/2007	6/30/2009	2,000,000	2,000,000	1,000,368	1,000,368
	FARS Replacement	9/1/2006	12/31/2009	5,086,616	5,086,616	222,578	356,168
	Internet Initial Claims	10/1/2002	10/1/2008	1,836,980	276,047	40,286	1,947,233
	*** TANF Eligibility/Case Management System	5/1/2007	7/1/2009	2,000,000	2,000,000	0	0
	UI-AJL Interface	7/1/2006	6/30/2008	185,081	185,081	50,820	50,820
	** UI Call Centers	9/1/2003	12/1/2007	1,503,986	493,379	328,961	975,990
	*** UI Claims & DUA	12/31/2007	5/31/2009	1,164,654	1,164,654	0	0
	*** UI Collections	10/1/2007	9/30/2008	750,361	750,361	0	0
Totals				\$201,514,773	\$120,480,229	\$33,537,428	\$44,556,847

DIS Major IT Projects

Information Systems	Capitol Campus Complex Network Upgrade	This Enterprise project will enhance the Capitol Campus Complex portion of the State Network. It will improve redundancy by upgrading the campus fiber network from multi-mode fiber to new single mode fiber. In addition, it will convert the existing campus network from a star topology to a multi-ring topology with dual connections to the core network. DIS provides key public safety and public health systems access and support to critical state functions by providing operations twenty-four hour a day, every day of the year. The state is currently experiencing a dramatic growth in the demands on the data, voice, video and radio wireless networks. To ensure that Arkansas' Enterprise Network meets the growing demands of our state, With the need to provide twenty-four hour a day information access for the ACIC, DHS, Child Abuse Division, Neglect and Abuse system, Driver License system, and numerous other agencies that support the safety and health of the citizens of Arkansas this project will enable DIS implement and maintain the next generation enterprise network for Arkansas citizens.
	Core upgrade	This Enterprise project will enhance the "core" functions of the State Network. It will replace the current DIS core network devices that are going into an 'end of support' mode and must be phased out/replaced. DIS provides key public safety and public health systems access and support to critical state functions by providing operations twenty-four hour a day, every day of the year. The state is currently experiencing a dramatic growth in the demands on the data, voice, video and radio wireless networks. With the need to provide twenty-four hour a day information access for the ACIC, DHS, Child Abuse Division, Neglect and Abuse system, Driver License system, and numerous other agencies that support the safety and health of the citizens of Arkansas this project will enable DIS implement and maintain the next generation enterprise network for Arkansas citizens.
	IT Asset Management (TeleManagement)	This project integrates billing, directory, workflow (including work orders), inventory, purchase order tracking, history, trouble ticketing, invoice reconciliation, and asset management functions. These functions are currently performed by three separate systems: Resource Billing System (RBS), Management of Network Income Expense and Services (MONIES), and HEAT. The telemanagement system will interface with the state's SAP accounting system, Arkansas Administrative Statewide Information System (AASIS), and replaces the functions of RBS, MONIES, and HEAT with a 24/7 enterprise web-based software solution available for DIS (an estimated 50 users) and for DIS customers and service providers across the state (an estimated 450 users). The total cost includes estimates for RFP Phase and software installation and conversion costs but does not include projected personnel costs for actual implementation.

DIS Major IT Projects

Information Systems	Multi Protocol Label Switching (MPLS)	<p>This Enterprise project will enhance the overall State Network capabilities. It will implement a Multi Protocol Label Switching (MPLS) network to address the future requirements of the state network. MPLS is a network transport function allowing high-performance packet forwarding with minimal overhead. This migration allows the timely retirement of the existing Frame Relay technology by implementing the most cost effective, efficient and secure multi-client network technology available today. DIS provides key public safety and public health systems access and support to critical state functions by providing operations 24 hours, every day of the year. The state is currently experiencing a dramatic growth in the demands on the data, voice, video and radio wireless networks. With the need to provide 24 hours a day information access for the ACIC, DHS, Child Abuse Division, Neglect and Abuse system, Driver License system, etc. that support the safety and health of the citizens of Arkansas this project will enable DIS to begin implementation and maintenance of the next generation enterprise network for Arkansas citizens.</p>
---------------------	---------------------------------------	--

DIS Major IT Projects with Cost

Agency	Project Name ** denotes project completed *** denotes project postponed	Date Project Started	End Date	Total Project Cost (est.)	Budgeted amount for FY08-09	FY08-09 YTD	Total Project Cost to Date
Information Systems	*** Capitol Campus Complex Network Upgrade	7/1/2007	6/30/2009	2,058,351	2,058,351	0	0
	** Core upgrade	7/1/2007	6/30/2011	2,337,500	1,357,500	289,509	289,509
	IT Asset Management (TeleManagement)	10/17/2003	12/30/2007	500,000	101,321	101,620	500,299
	*** Multi Protocol Label Switching (MPLS)	7/1/2007	6/30/2013	1,400,000	1,400,000	0	0
Totals				\$6,295,851	\$4,917,172	\$391,129	\$789,808

NOTE: As DIS is a total cost recovery agency, their IT costs are not reflected elsewhere in this report.